



KONICA MINOLTA

SSD SUPPORT SOLUTIONS

PS7000 - ALL ACTIVE SOLUTIONS

March 2008

This document contains information that was exported directly from Konica Minolta's SSD Support knowledge base. Some solutions may contain hyperlink references which originally contained links to graphic or text files. If you wish to view these files, you must access the solutions via SSD CS Expert Support on Konica Minolta's website, www.kmbs.konicaminolta.us.

NEW LOOK! Starting February 2008, the SSD Support Solutions documents will group newly created solutions by Problem Categories. The Problem Categories are located at the beginning of this document and should reduce the time it takes to search the solutions. Older solutions that have not been classified appear after the Problem Categories and are ordered by solution usage.

Legal Notice

This document is designed as a diagnostic tool, primarily for Konica Minolta's support personnel, and authorized service representatives. Konica Minolta recommends that all service be performed by an authorized service representative. Users are responsible for seeking advice of a Konica Minolta authorized service representative regarding the information, opinion, advice or content of this document.

USER AGREES THAT USE OF THIS DOCUMENT IS AT USER'S SOLE RISK AND THAT THIS DOCUMENT IS PROVIDED ON AN AS IS BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF TITLE OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES THAT ARE IMPLIED BY LAW AND INCAPABLE OF EXCLUSION. IN NO EVENT WILL KONICA MINOLTA OR THOSE ACTING ON ITS BEHALF BE LIABLE FOR ANY DAMAGES, INCLUDING, WITHOUT LIMITATION, DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES ARISING OUT OF YOUR USE OF THIS DOCUMENT.

Copyright 2008, Konica Minolta Business Solutions U.S.A., Inc.

Solution ID TAUS0657724EN***Solution Usage** 1**Description**

How to access the Konica Minolta FTP site.

Solution

The Konica Minolta FTP site is no longer accessible. The latest version of firmware, system software or print drivers is available via the Konica Minolta Download Selector.

Access the Selector from MyKonicaMinolta.com, select the Service tab then click on SSD (DNA, Drivers, MSDS) in the left frame. Continue to your Home Page by clicking on 'Continue on to the SSD Home Page' and select 'Download MSDS, Drivers, Firmware and more'.

The download search tool offers several methods of searching for files. The top section of the page provides quick access to recently released files and the most popular downloads. These lists can be filtered by file type, such as driver, firmware, system code, etc.

Below the top section, there is the first of three search options; a text entry box that can be used to quickly find all downloads for a given product. For instance, enter 'C500' and the search results page will find all downloads for the bizhub PRO C500.

Below the text entry box, there is an alternative search by Product group and Product. Optionally, the search results can be further narrowed by selecting a file type or operating system.

A third searching option is provided on the Advanced search page, which provides search results for more complicated search scenarios. With the old FTP site, many files were misplaced or nearly impossible to find with the hierarchical structure that a files system imposes. The major goal behind this Download Selector is to provide an easier method of finding files fast, and ensuring, through details such as release notes, that the file being downloaded is the correct one.

SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0703123EN***Solution Usage****Description**

Is the PS7000 compatible with the LINUX OS?

Solution

The PS7000 TWAIN drivers supplied are only for use with Microsoft® Windows operating systems.

SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0703618EN***Solution Usage****Description**

What versions of SCSI does Microsoft® Windows Vista™ support?

Solution

Windows Vista™ does not support any SCSI interface device.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0800557EN***Solution Usage****Description**

Is Microsoft® Windows XP supported?

Solution

Microsoft® Windows XP is supported and version 17 firmware must be installed. Part number for IC34 is 0818-6605-03 and IC35 is 0818-6606-03.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0701964EN***Solution Usage** 1**Description**

When searching solutions by models, referenced links for the documents are not accessible.

Solution

CAUSE: This is a search of the printed database. The links are located within the solution in the database.

SOLUTION: Copy the solution ID number into the Knowledgebase look-up Keyword field and select Search to access the solution complete with active links to attached documents.

Note : If there is an actual 'dead' link within the solution, please send an E-mail to cses@kmbs.konicaminolta.us with the solution ID number and please identify the link.

Solution ID TAUS0626274EN***Solution Usage** 0**Description**

Is it normal for the scanner to be seen in Device Manager with an exclamation point?

Solution

The scanner will be seen in Device Manager under Other Devices with an exclamation point (!). This is normal.

Solution ID TAUS0626392EN***Solution Usage** 0**Description**

Is the gain adjustment jig the same for both planetary scanners (PS3000 and PS7000)?

Solution

Both Planetary Scanners use the same gain adjustment jig (p/n 0814-7901-01).

Solution ID TAUS0626518EN***Solution Usage** 0**Description**

What is the BTU rating for the PS7000?

Solution

The BTU rating for the PS7000 and its different versions are listed below:

- 1) PS7000 PC Version
 - Standby 130 BTU
 - Scanning 2700 BTU
- 2) PS7000 PR Version (Scanner & MSP3000 Printer)
 - 1) Scanner
 - Standby 130 BTU
 - Scanning 2350 BTU
 - 2) Printer
 - Standby 550 BTU
 - Scanning 1600 BTU
 - 3) Total
 - Standby 680 BTU
 - Scanning 3950 BTU

Solution ID TAUS0629009EN***Solution Usage** 0**Description**

Does the PS7000 support printer sharing in the direct print mode?

Solution

SOLUTION: The PS7000 does not support printer sharing in the direct print mode.

Solution ID TAUS0629010EN***Solution Usage** 0**Description**

Does the TWAIN driver 2.0 support "Batch Scanning"?

Solution

We recommend using any TWAIN-compliant software for the scanners, but the basic TWAIN driver itself does NOT support "Batch scanning". For batch scanning we recommend using PageScope Cabinet software.

Solution ID TAUS0629011EN***Solution Usage** 0**Description**

How to enable grayscale scanning on a PS7000 with a serial number lower than 2196.

Solution

To enable grayscale scanning install the SCSI Memory Kit, part number 7660-8180-1, and Grayscale Memory Board, part number 4614-331.

Solution ID TAUS0629014EN***Solution Usage** 0**Description**

"Invalid Field in Parameter List" error message is displayed on the PC after the TWAIN Driver 2.0 was installed.

Solution

The error "Invalid Field in Parameter List" can be corrected by installing firmware version 14 or higher.

Solution ID TAUS0629046EN***Solution Usage** 0**Description**

What is the recommended usage for the PS7000 Printer?

Solution

The PS7000 Printer is rated for 6,000 prints a month; 360K or 5 years whichever comes first.

Solution ID TAUS0630065EN***Solution Usage** 0**Description**

Why can't Split Mode be selected on a scanner with a billing device installed?

Solution

When Split Mode is selected, two copies are made. For this reason it has been disabled when the scanner is set for a billing device.

Solution ID TAUS0630073EN***Solution Usage** 0**Description**

Does the Grayscale Upgrade Kit enable grayscale printing in PR Mode?

Solution

PR Mode does not support grayscale printing. The Grayscale Upgrade Kit works only in PC Mode.

Solution ID TAUS0630074EN***Solution Usage** 0**Description**

Can a USBxchange or USB2xchange be used with this scanner?

Solution

The PS7000's byte transfer size is too large for both the USBxchange and USB2xchange. It is not possible to use them with this scanner.

Solution ID TAUS0630104EN***Solution Usage** 0**Description**

What SCSI Cards are recommended to be used with the scanner?

Solution

Adaptec* 2930 and 2940 are the recommended SCSI cards.

* Trademark ownership information

Solution ID TAUS0630105EN***Solution Usage** 0**Description**

What is the life expectancy for the exposure lamp?

Solution

SOLUTION: The nominal life of the exposure lamp is 100,000 scans.

Solution ID TAUS0644932EN***Solution Usage** 0**Description**

What should I do when my Windows 2000 computer finds the new scanner?

Solution

Do not try to find or browse to the driver. Simply click on the "next" button until the "finished" button appears, then click on "finished".

Solution ID TAUS0645443EN***Solution Usage** 0**Description**

Is the scanner compatible with a Power Mac or other Macintosh computer?

Solution

No, the TWAIN drivers supplied are only for use with Windows operating systems.

Solution ID TAUS0645723EN***Solution Usage** 0**Description**

What SCSI Cards are recommended to be used with the scanner?

Solution

SOLUTION: Adaptec* 2930 and 2940 are the recommended SCSI cards for the scanner.

* Trademark ownership information

Solution ID TAUS0646193EN***Solution Usage** 0**Description**

What is the part number for the Grayscale Memory Board?

Solution

SOLUTION: The part number for the Grayscale Memory Board is: 4614-331

Solution ID TAUS0646464EN***Solution Usage** 0**Description**

When scanning to a PC, "Video Acquisition Error" is displayed on the computer.

Solution

CAUSE: The "Video Acquisition Error" on the PC indicates that the scan could not be completed.

SOLUTION: Please check the display of the scanner for the actual error.

Solution ID TAUS0646580EN***Solution Usage** 0**Description**

What is the life expectancy of the Imaging Unit for the MSP3000 printer?

Solution

The life expectancy of the Imaging Unit is 10,000 prints on 8.5 x 11 paper at 5% coverage.

Solution ID TAUS0646657EN***Solution Usage** 0**Description**

How to connect a third party billing device to the scanner.

Solution

Billing Devices (vendor card system) can be attached to the PS7000PR Planetary Scanner with MSP3000 Printer. A Billing Device is, herein, defined as any compatible card-vending system made by various manufacturers currently available. It is the installing dealer's sole responsibility to contact the device supplier for any connectivity or interface, technical, service and parts information.

The following information is made available to you in helping you to make your choice of a billing device and make connections to PS7000PR. Konica Minolta does not endorse any particular billing device. However, many billing devices have been successfully interfaced with the PS7000PR.

General information:

To make an electrical connection to a billing device

A special interface harness can be ordered from Minolta for electrical connections to a billing device. (P/N 0818-1200-01).

Plug one end of the harness to PJ-11 on PWB-B of PS7000PR. The other end to any particular billing device, splice wires or otherwise at dealer's options. Dealer must clearly identify PJ11 pin numbers before splicing [one-way keyed]. Use the following wires on the harness [Pin positions are fixed. Wire colors may be different.]:

PJ11 (PWB-B) splice to Billing Device (Consult Manufacturer) Pin #2 Copy-Enable

3 Signal Ground

6 Co-Clutch 5VDC

7 Paper Feed

For more details, please refer to Service Bulletin 2882

Solution ID TAUS0654418EN*

Solution Usage 0

Description

Does Infotrieve* Ariel* 4.1 or 4.1.1 works with Microsoft* Windows 2003?

Solution

Ariel 4.1 or 4.1.1 is supported by Windows 2000 and XP, but is not officially supported by Windows 2003.

Notes:

1. Batch scanning does not work with Ariel 4.1 or 4.1.1.
2. Refer to the [[system requirements for Ariel 4.1.1] URL <http://www4.infotrieve.com/ariel/ari4req.html>]].

* Trademark ownership information

Solution ID TAUS0634060EN*

Solution Usage

Description

List of equipment that is no longer being supported.

Solution

Please see attached Product & Technical Support Bulletins 1792 and 2443 and Marketing Bulletin#07-GB-016.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0658353EN*

Solution Usage

Description

Part number for the test chart on page E-1 in the service manual.

Solution

Test chart (p/n 4034-7941-01).

Solution ID TAUS0701194EN*

Solution Usage

Description

Does Microsoft® Windows XP supports the ISIS driver?

Solution

Microsoft® Windows XP does not support ISIS driver.

Solution ID TAUS0701257EN*

Solution Usage

Description

Is there an USB interface for the unit?

Solution
There is no USB interface for this unit.

Solution ID	TAUS0701836EN*	Solution Usage
Description C-1520, C-1521, C-1522, C-1523, and C-1524 are not listed in the Service Manual. What do these codes indicate?		
Solution These codes are listed in Product & Technical Support Bulletin 3298. C-1520 : Fusing Unit Malfunction (fusing unit -p/n 0993-0347-03) C-1521 : Laser Diode Failure (print head unit -p/n 0993-0531-22) C-1522 : Polygon Motor Failure (print head unit -p/n 0993-0531-22) C-1523 : Main Motor Failure (M1 -p/n 0993-6101-01) C-1524 : Fan Motor (M3 -p/n 0993-6104-01, M4 -p/n 0993-6103-01) Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html		